

Circulation Supervisor

Position Summary: Responsible for the management and supervision of circulation services of Central and oversight of circulation services for the entire Library system under the direction of the Head of Technical & Circulation Services. Duties include providing leadership, training and guidance to staff in the delivery of outstanding customer service and recommendation and implementation of procedures for efficient and effective circulation operations to include interlibrary loan services and material holds.

Duties and Responsibilities:

1. Implements standard operating procedures, best –practice services and systems to assure that circulation operations are consistent with KPL policies, procedures, philosophies and strategic priorities. Establishes workflow based on recognized system methods and ergonomics.
2. Supervises salaried employees assigned to Circulation; engages in selecting, scheduling, delegating, training and coaching; evaluates staff and works to motivate and enhance staff work performance. Oversees the hiring, training and evaluation of library aides assigned to Circulation.
3. Provides oversight of service to patrons by providing expedient access to Library materials; provides support to staff in the resolution of patron requests, problems and complaints.
4. Conducts ongoing review of customer service and circulation practices and recommends strategies for improvement.
5. Liaisons with other library departments to recommend and evaluate improvements to circulation systems.
6. Assists patrons at public service desk: collects fines, registers patrons; facilitates access to materials; answers basic informational questions related to branch collections; serves as first line of patron support in responding to complaints and inquiries; ensures thorough documentation of patron interactions in Workflows.
7. Maintains Circulation manual.
8. Review reports and notices from ILS; responds to issues related to circulation processes and procedures.
9. Ensures bed bugs protocols are followed consistently within agency; prepares materials for treatment, communicates with patrons who have returned items with evidence of bed bugs; collaborates with FM department during periodic inspections.
10. Monitors budget and expenditures for agency operations.
11. Performs special projects and other duties as assigned.

Minimum Qualifications

1. Bachelor's degree. Additional related work experience may substitute for the required education.
2. Two years of relevant experience working in a library, preferably in public services.
3. Minimum of two years of supervisory experience.
4. Proficiency with a variety of software programs and systems related to the operations of the library.

Desirable Qualifications

1. Working knowledge of Sirsi Integrated Library System.

Schedule 40 hours weekly; may include evenings and weekends.

Salary \$48,000 - \$62,500

Application Procedure

Interested applicants must submit a complete KPL Application for Employment, resume, and cover letter to include written responses to the following:

1. Describe your supervisory philosophy and style.
2. Please discuss two or three recent trends in procedure and/or technology that affect expedient circulation of library materials to patrons.

Apply online at: www.kpl.gov/jobs/.

Deadline for applications is Tuesday, December 8, 2015